

| Tender for Setting up, Operations and Management of State Helpline Tender Reference No.: DGRPG/Helpline/2024/1 | | | | | |
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| | | | Response to Queries (RTQ) – Tender Reference No.: | DGRPG/Helpline/2024/1 | |
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| 1 | 6.2.1. | 23 | Call Center Solution The Service Provider shall be responsible for providing all infrastructure elements for operating the Call Center Solution of the Unified State Helpline which shall include but not limited to premises, requisite licenses, telecom infrastructure, third party software/tools/licenses, hardware related to telecom services, high-speed internet/network connection, switches, PBX, network security sub-system, ACD, Call Logger, reporting system, CRM Software, CRM database server(s) and requisite software | Please confirm if Call Center Solution system will be designed as dedicated system as per requirement mentioned in tender | As per tender |
| 2 | 6.2.18 (a) | 23 & 25 | The Service Provider shall integrate the Call Center solution with Public Grievance Redressal System (PGRS) so that the data of complaints (including but not limited to citizen data, nature of complaint, timestamps, complaint title & description, and any flags etc.) captured by the CCE(s) from the call center solution are registered in PGRS Computer Telephony Integration (CTI) Should be able to integrate with call center solution and PGRS portal of client | Please confirm if Public Grievance Redressal System (PGRS) will be given access to all CCE(s) to update / captured all complaint data | Refer clause 6.2.9 |
| 3 | 6.2.14. (d) | 24 | Security policy creation & monitoring (Local Network Security, Application-Level Security including authentication and Authorization etc., OS Level Security, Physical Security, workstations, etc.). | Request to add below as part of application security "Contact Center System should have encryption capabilities to encrypt all traffic (media and call control signalling) via a strong encryption algorithm like AES-256 encryption, IPSec/SRTP, latest TLS | As per tender |

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| 4 | 6.2.21 (b) | 28 | The recording solution should log at least the following information: date, time, call duration, CCE ID, caller name/number, Service Request number, number dialed for outbound calls, inbound/outbound identifier (System Generated) etc | Recording solution are link with ACD system using CCE ID. Hence request to change as per below : "The recording solution should log at least the following information: date, time, call duration, CCE ID, caller name/number, number dialed for outbound calls, inbound/outbound identifier (System Generated) etc" | As per tender |
| 5 | 6.2.19. | 25 | Automatic Call Distributor (ACD) Handle high call volumes efficiently | Request to mention ACD system call volume capability as per below: "Handle high call volumes (1,00,000 calls per day) efficiently with proof of system efficiency" | As per tender |
| 6 | 6.3.17 pt. n | 37 | Service Provider shall conduct a test of the newly hired CCEs post completion of 7 days training and only passed candidates shall be put on floor to take live citizen calls. Compliance report shall be submitted to DGRPG in this regard as and when so requested. | Please confirm if the New Hire Training duration is for 7 days and if it includes certification? | As per tender |
| 7 | 6.3.17 pt. u CCE | 38 | a. 10 + 2 with minimum 1 year of experience | Is 1 year prior experience mandate or can we also hire candidates with less experience but with good communication skills? | As per tender |
| 8 | 6.3.17 pt. u CCE | 38 | c. The minimum typing speed shall be 25 Words Per Minute (WPM) with minimum 90% accuracy in either English or Punjabi. | Are we expecting CRM/Email tool to be multilingual and responding to customers in Punjabi too? | Refer clause 6.3.6 |
| 9 | 6.3.17 pt. u Team Leads cum Trainers | 38 | b. Minimum 5 years' experience in call center out of which 2+ years in the role of Team Lead | Is 5 year prior experience mandate or can we also hire candidates with less experience but with good comm skills? Also, Can we hire a Trainer separately or only TL is expected to conduct the Training? | As per tender |

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| 10 | 7.1.1 | 45 | 3. Go-Live including deployment of complete manpower and CCEs, CRM integration, takeover from existing vendor, hardware & software deployment, etc. - 30 days from signing of the contract | Will this be first batch go live within 30 days and process to ramp up in phase wise manner or the entire ramp of 100 seats to be completed within 30 days of contract signing? | Refer clause 6.3.17 and 7.1.1(3) |
| 11 | General | | What will be the duration for Beta period/Nesting period? | | As per tender. Refer clause 7.1.1 (SN 3) of the tender |
| 12 | 6.3.15, 6.3.16 | 35 | Does the volume for calls, emails remain same throughout the year or are there peak seasons which are defined and a seasonal ramp up is required? | | The volume of inbound traffic will depend on the citizens. However, the volume of the outbound traffic (calls/emails) may vary. For example, volume may go up to accommodate a new/promoted campaign of the Govt. of Punjab and the volume may go down when there are fewer campaigns. This example is only indicative, but not exhaustive in any way. |
| 13 | 6.3.15, 6.3.16 | 35 | How will the transfer of calls happen to new partner? Will there be split between volumes with existing partner a month before moving 100% call volume to new partner (gradual movement) or hard stop at existing center and start operations at new center? What will be the call split percentage between each sites | | Go-Live is expected to be achieved within 30 days as per clause 7.1.1 (3). The Exit Management of Previous vendor and take over by successful bidder shall be completed within this time. Detailed modalities as feasible and approved by DGRPG may be formulated as per requirement. |
| 14 | 6.6.8 | 41 | Analytics, Dashboards & Reporting | Please clarify if there is any migration activity involved in transferring the data from existing vendor? | Refer clause 6.2.13 |

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| 15 | General | | | Please confirm if Dailer proposed shall be in cloud or on premises? | Refer clause 6.2.3 |
| 16 | 6.2.22 | 29 | CRM (Customer Relationship Management) Software | Please clarify if the email tool provided will grant access to all the emails for all agents, allowing them to both read and reply to emails? | CRM must have feature to send/receive email and raise auto tickets for the received emails. Project Manager shall decide the CCE whom to give access for voice calls or email. |
| 17 | General | | | Is the Call Center location government provided premises or at Bidder's premises? | Bidder premises |
| 18 | 2. Document control sheet | EMD | | Is there any exemption available for MSME Certificate holders | As per tender |
| 19 | 3.1.23. | 7 | "Similar work" refers to work done w.r.t. call center services | As per your clause, please allow all sort of call center activities work experience to be taken into consideration. | As per tender |
| 20 | 5.2. > 5.2.2. > 3 | 10 | <p>"The bidder should have successfully completed "Similar Work" in government / private organizations during the last three years ending 31.12.2023 as per following details:-</p> <p>One similar work – 7 crores....."</p> <p>1. For completed projects: 2. 2. For projects in progress in which minimum 1 year has been completed:</p> | 1. Suggestion that Agreements with clients or Client testimony/reference over email shall be take into consideration related to Manpower resources, No. of seats, Cost of Work per FYs, etc. | As per tender |

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| 21 | 5.2. > 5.2.2. > 3 | 10 | <p>“The bidder should have successfully completed “Similar Work” in government / private organizations during the last three years ending 31.12.2023 as per following details:-</p> <p>One similar work – 7 crores.....”</p> <p>1. For completed projects: 2. 2. For projects in progress in which minimum 1 year has been completed:</p> | 2. Is any one kind or mix of credentials like Completed or Progressing works will be taken into consideration | As per tender - Completed projects and Projects in progress in which minimum 1 year has been completed shall be considered on supply of required documents |
| 22 | 5.2.3. | 11 | <p>“Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations.”</p> | Request to provide EMD Exemption under “Udyam Registered Certificate” – attached along with email. | As per tender |
| 23 | 5.3. > 5.3.2. > 2,3 | 12, 13 | Past Experience (No. of Projects of “Similar Work”) | 1. Suggestion that Agreements with clients or Client testimony/reference over email shall be take into consideration related to Manpower resources, No. of seats, Cost of Work per FYs, etc. | As per tender |
| 24 | 5.3. > 5.3.2. > 2,3 | 12, 13 | Past Experience (Largest “Similar Work”) | 2. Is any one kind or mix of credentials like Completed or Progressing works will be taken into consideration | As per tender - Completed projects and Projects in progress in which minimum 1 year has been completed shall be considered on supply of required documents |
| 25 | 5.3. > 5.3.2. > 2,3 | 13 | <p>CCE on payrolls of the bidder:</p> <ul style="list-style-type: none"> ● >=500 but < 750 : 5 marks ● >=750 but < 1000 : 10 marks ● >= 1000 : 15 marks | <p>Request for relaxation as per following :</p> <p>CCE on payrolls of the bidder:</p> <ul style="list-style-type: none"> ● >=50 but < 100 : 5 marks ● >=100 but < 150: 10 marks ● >=150 but < 300: 15 marks | Rerfer Corrigendum |

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| 26 | 6 > 6.1.1. > a | 22 | “Establishing a state-of-the-art Unified State helpline call center in S.A.S Nagar (Punjab) / Chandigarh on a per-seat cost basis,” | Request to consider to operate from any districts of Tamilnadu, for eg: - Trichy instead of Chandigarh Only as we are Miety Empanelled. | As per tender |
| 27 | 6.2. > 6.2.3. | 23 | “The Service Provider will provide workstations to be connected to local servers / cloud servers (mandatorily from any of the MeitY empanelled Cloud Service | Please take in Consideration Miety Empanelled Bidders and Decide some preference for the same by giving Quality based markings. | As per tender |
| 28 | 6.2. > 6.2.3. | 23 | Provider) with adequate performance (including storage, speed, etc.), to be used by the CCE(s) /other staff for accessing CRM/Dialer/etc. for operations of this Call Center. The minimum specification of Desktop provided to all CCE(s) is at | Take in consideration Miety Empanelled bidders subject to Miety Empanelled CSP Certificate and Authorization Letter | As per tender |
| 29 | General Suggestion | General Suggestion | | Please upload or email detailed Response to pre bid queries to respective bidders | As per tender |
| 30 | 5.3 | 14 | Technical Evaluation S.No 7 ISO 9001 Certificate The bidder possesses ISO 9001 certification which should be valid on the date of bid : 5 Marks | Our ISO 9001 is under renewal and we will be submitting a proof for the same, hope that will help us secure marks under this category. | As per tender |
| 31 | 5.3 | 14 | Technical Evaluation S.No 9 The Bidder is registered with the Department of Telecom (DoT), Government of India, under OSP category for providing domestic call center services : 5 Marks | This is no longer required as per the circular issued by DOT, please check and clarify | As per tender |
| 32 | 6.3.13 | 33 | Operations of Unified State Helpline | Please share language wise IN/OB Call volumes distribution | Majority of calls shall be in Punjabi and Emails can be in english/punjabi |

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| 33 | 6.3.13 | 33 | Operations of Unified State Helpline | Please provide operational data, particularly expected volumes. This information is crucial for Operations to plan the rostering of agents across various shifts effectively." | Daily average call volume as on date: a) inbound calls 800-1000 calls (majority traffic between 9:00 am and 6:00 pm) b) outbound calls vary based on campaigns. This data is indicative, based on present day operations. Actual traffic volume may vary at the time of operations by successful bidder. |
| 34 | 6.3.17.b | 35 | Manpower management | Would there be department involvement in Hiring across all positions. Please clarify | The successful bidder shall be responsible for hiring and managing the call center manpower as per clause 6.3.17 and as specified in the tender. However, DGRPG reserves the right to evaluate at any time, any or all members of the call center team deployed on the project and require the successful bidder to replace any unsuitable team members found by DGRPG, as specified in the clause 6.3.17(o) |
| 35 | 6.3.18.a | 38 | Trainings of Call Center Staff | Can you confirm if PSH will conduct training and certification for the first batch, including the Training-the-Trainer (TTT) process, where one service provider Trainer will be trained along with agents in the initial batch? | During takeover and handover process, the existing service provider will provide the required knowledge transfer of ongoing processes. The selected bidder is further responsible for training its manpower |
| 36 | 6.3.18.a | 38 | Trainings of Call Center Staff | Please share the complete training duration, encompassing Process Training, On-the-Job Training (OJT), Certification, and the Go-Live | Refer clause 6.3.17(n) and 6.3.18. |

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| 37 | 6.3.18.c | 38 | Trainings of Call Center Staff | Will there be any system-based training provided for the employees hired for the project? Are you currently using any learning management system to provide training to the agents? | Successful bidder is responsible to provide relevant and required trainings to the call center team members. DGRPG shall not provide any system/ LMS for conducting the trainings. However, it may be noted that DGRPG may evaluate the call center team as per clause 6.3.17(o). |
| 38 | 6.3.20.a | 39 | Quality Assurance Process | We seek clarity on the quality assessment methodology and parameters for all Lines of Business (LOBs). | Refer clause 10.4 |
| 39 | 6.3.20 | 39 | Quality Assurance Process- Monitoring at least 10% | Requesting information on the total volume, QA manpower count, and the agent-wise call sampling target. | As per tender and refer clause 6.3.17(u) |
| 40 | 7.1.1 | 47 | SLA and Penalties - Quality score target mentioned in RFP as 95% | Please share the baseline targets for the first three months | As per tender |
| 41 | 5.12.2 | 19 | The bidder has to provide bundled cost per seat with regards to the manpower like CCE / Project Manager / any other, Infrastructure, Internet, Inbound and Outbound facility and/or any other component required for the Call Center Solution. DGRPG will not be liable to compensate/pay to the Service Provider for any item not mentioned in the Financial Bid. | Scope of Services covers outbound calling. As per statutory requirements, DGRPG shall provide an expressly consented database for such outbound calling and share the scrub database against the NDNC list. Service Provider shall make calls as per outbound calling rules and DGRPG shall indemnify Service Provider for any claims brought against Service Provider due to such outbound calling by customers due to infringement of NDNC or not seeking express consent from customers. | As per tender |
| 42 | 5.14.1 | 20 | DGRPG will issue a Letter of Intent (LoI) to notify the successful bidder in writing about acceptance of their bid. The LoI will constitute the formation of the contract after submission of performance security to DGRPG by the successful bidder. | Such LOI should be mutually discussed and agreed in order to cover critical terms for both parties. | As per tender |

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| 43 | 5.16 | 21 | The successful bidder shall sign the contract with the DGRPG within 15 days of the issue of Lol. | 15 days is a very less time for a master service agreement to be signed between the parties considering the scope of services and we shall get sufficient time say 30 days to propose and negotiate the contract draft. | As per tender |
| 44 | 6.3.17 (c) | 36 | DGRPG may request for increase / decrease of CCEs as per seats limits defined above. The Service Provider must decrease the number of CCEs within 14 days of intimation and increase a set of 25 CCEs within an interval of every 14 days of intimation. | DGRPG shall provide an advance forecast of the volume and shall give 30 days notice for any decrease in headcount up till 10% of the current capacity and 60 days notice in case of any decrease in headcount above 10% of the current capacity. | As per tender |
| 45 | 6.4.1 (a) | 39 | It will be the responsibility of the Service Provider to develop the initial standard knowledge /question bank in consultation with various departments. | Service provider assume that all related training material and guidelines, SOPs related to performance of the services shall be provided by DGRPG. | As per tender |
| 46 | 6.4.3 | 40 | The Service Provider must ensure validation and formal vetting / approval of scripts (including FAQs) generated and updated on the basis of content received from DGRPG before its use for real-time citizen interaction. | Upon approval of the scripts by DGRPG, DGRPG shall remain fully responsible for the script content and shall indemnify service provider in case of any claims brought against service provider for following the approved script in the approved manner. | As per tender |
| 47 | 6.7.1 | 43 | A facility should be available for the DGRPG monitoring team, external & internal auditors to periodically inspect the functioning of the Call Center. The monitoring team should be able to access all sub- systems/ servers, records, security measures including data & software back-ups, firewalls, anti-virus software updates etc. | Service provider shall comply to this clause provided DGRPG provides an advance notice of 7 business days before conducting such audit and any external auditor shall not be a direct competitor of Service Provider and Service Provider shall provide access to only such facility, premises, records, employees, books, documents, systems, etc. which are exclusively used for providing services to DGRPG and no other service provider property will be accessed for such audit. | As per tender |

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| 48 | 6.8.1 | 43 | This contract shall be valid for a period of 3 years initially from the date of signing of the contract. If the services of the Service Provider are found satisfactory, the contract may be extended on the same prices for an additional period of maximum 2 years (up to 1 year at a time), on the same terms and conditions at the sole discretion of DGRPG. | Any extension of contract shall be mutually discussed and agreed and shall be negotiated considering then prevailing market conditions. | As per tender |
| 49 | 6.9.4 | 44 | The Service Provider shall provide all such information as may reasonably be necessary for a smooth handover to DGRPG / replacement agency | This clause shall be applicable provided DGRPG shall pay any additional costs after the end of the exit plan for any services provided during the transition period. | As per tender |
| 50 | 6.9.6 | 44 | The payment of the last invoice as per the payment terms mentioned in this tender will be paid only on the written sign-off from the DGRPG. | This clause shall be applicable provided DGRPG provides written sign off within 7 days of last date of exit plan and shall make all due payments within 15 days after termination of the contract. | As per tender |
| 51 | 6.9.7 | 44 | The Service Provider will also have to handover the complete database for the CRM software and any media or other electronic or physical data generated (like call records, call logs, case logs, email logs/details, Call Disposition details etc. generated during the contract period) or created during the tenure of the contract (or received as handover from previous vendor), as that will be the Intellectual Property Rights of the DGRPG. | Service provider shall transfer only such IPR which are generated exclusively and solely at the cost and behest of DGRPG. Any Service provider owned IPR shall remain property of Service Provider and shall not be transferred to DGRPG. | As per tender |
| 52 | 7.1.5 | 49 | The maximum penalty shall not exceed by 20% of the monthly bill value. | We propose to cap maximum penalties at 5% of the monthly bill value | As per tender |
| 53 | 7.1.6 | 49 | In case any of the above-mentioned SLA breaches with maximum level of penalty for consecutive three (03) months, an additional penalty of 10% of monthly bill value shall be applicable for subsequent months until the value goes below 20%. | The maximum penalties to be capped at 5% of the monthly bill value and in case of any 3 consecutive month default, DGRPG shall provide a cure period of 30 days to Service Provider for curing the breach and in case service provider fails to cure the breach, then DGRPG shall have the right to terminate the contract by giving 30 days notice. | As per tender |

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| 54 | 8.1.4 | 51 | Payment will be made monthly purely on the per seat basis and no separate payment for the hardware, software, etc will be made to the Service Provider. | All undisputed payments to be paid within 30 days of receipt of invoice by DGRPG. In case if DGRPG fails to make payments within 30 days of receipt of notice, a late payment interest of 1.5% per day shall be added on the total bill value. Further, if client fails to make any payment within 45 days of receipt of invoice, then Service Provider shall terminate the agreement by giving 5 days advance notice for DGRPG to cure the payment breach. | As per tender |
| 55 | 9.2.1 | 53 | The liability of Service Provider(whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the aggregate of revenue earned by the Service Operator as on the date of the claim. | In no event shall either parties liabilities against any and all claims shall exceed more than 6 times the monthly fees paid by DGRPG to service provider. | As per tender |
| 56 | 9.3.3 | 54 | During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract. | We propose confidentiality obligation to be mutual and shall survive up till 2 years after the expiry of the contract. | As per tender |
| 57 | 9.7.1 | 55 | The Client reserves the right to terminate, by prior written 1 month notice, the whole or part of the contract, at any time for its convenience. | We propose this as mutual right for both parties to terminate for convenience by giving 90 days notice to the other party. | As per tender |

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| 58 | 6.1 | 22 | Scope of Work | Kindly share weekly or the monthly offered volumes to be considered for sizing of Inbound and Outbound Calls. | Daily average call volume as on date: a) inbound calls 800-1000 calls (majority traffic between 9:00 am and 6:00 pm) b) outbound calls vary based on campaigns This data is indicative, based on present day operations. Actual traffic volume may vary at the time of operations by successful bidder. |
| 59 | 6.1 | 22 | Scope of Work | Kindly share language wise volume split to be considered across the channels & LOBs in-scope | Majority of calls shall be in Punjabi and Emails can be in english/punjabi |
| 60 | 6.3 | 33 | Operations of Unified State Helpline | As stated if email channel is in scope from day 1, please provide Volume, AHT and SLA Target/Turnaround Time details | Refer Corrigendum for Day 1 clarification |
| 61 | General WFM Queries | | Kindly share the targeted AHT for each channel in scope. For Outbound Calls , kindly share connect AHT bifurcated into Right Party Connect AHT and Non-Right Party Connect AHT. Also please kindly share the connect % bifurcated into Right Party Connect% and Non-Right Party Connect% at LOB level. | | The Service Provider shall endeavour to keep the AHT as minimum as possible (typically less than 5 minutes) |
| 62 | General WFM Queries | | Please provide 4-6 weeks of daily and interval-level volume data for assessing day-of-the-week and intraday arrival patterns for Inbound Calls, Email, Chat, Backoffice, etc. at the LOB level. Alternatively, share day-of-the-week volume factors for each channel (e.g., Mon-15%, Tue-16%), and intraday volume patterns for each channel at LOB level (e.g., 09:00 - 1%, 09:30 - 1.5%). | | As per tender. The successful bidder is responsible to perform all assessments in collaboration with the existing call center service provider before Go-live. Sufficient time has been included for such activities before go live. |

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| 63 | General WFM Queries | | Could you please clarify the protocol for outbound calls? Specifically, should an outbound call connected to a non-right party be re-attempted until the right party is reached? Additionally, what is the maximum number of attempts allowed for a non-connected outbound call, and could you provide attempt-wise connect percentages, such as attempt 1 - 40%, attempt 2 - 30%, etc.? | | As per tender. Please refer to tender clause 6.3.16. |
| 64 | General WFM Queries | | If Outbound Calls to be made via manual dialing or preview dialer then, please share the non-connect AHT to be considered e.g. - 30 secs, 45 secs or etc. Also please confirm between predictive and preview? | | As per tender. Please refer to tender clause 6.3.16. |
| 65 | General WFM Queries | | Is there a scope of multiskilling between LOBs or Channels in-scope? | | As per Tender |
| 66 | General WFM Queries | | How many touches are expected per transaction of Email channel in-scope. For multiple touches, please clarify if the AHT shared is inclusive all required touches, if not then, please share the AHT i.e. inclusive of all touches. | | This may vary from case to case |
| 67 | General WFM Queries | | Does Email channel require maker and checker process as well? If yes, will require maker and checker APT/AHT for each query type. | | Adequate quality may be ensured |
| 68 | 6.Scope of work | 22 | b. The DGRPG already has a short code (1100) allocated by DoT. The bidder shall acquire/takeover the same from the existing call center service provider. | Service Provider assuming Short code (1100) along with Toll-free will be provided by DGRPG, where incoming call will be forwarded on Service Provider provided DID number? Please confirm | 1100 is not toll free number. DGRPG shall facilitate the Service Provider in communications with DoT for transfer of 1100 short code from the existing Service Provider. |

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| 69 | 6.Scope of work | 6 | 3.1.11. "Call Center Solution" refers to the entire IT solutioning (hardware/software/any other tool/third party services) required for the operationalization of a call center as per scope of this tender, including but not limited to modules like CRM, IVRS, ACD, Voice Logger, CTI, PRI Line(s)/ SIP/ VOIP etc. | Please share daily, monthly Inbound & outbound call volume forecast to understand requirement of OB & IB PRI lines | Daily average call volume as on date: a) inbound calls 800-1000 calls (majority traffic between 9:00 am and 6:00 pm) b) outbound calls vary based on campaigns This data is indicative, based on present day operations. Actual traffic volume may vary at the time of operations by successful bidder. |
| 70 | 6.Scope of work | 28 | 6.2.21. Call Recording solution | As per the RFP only voice call recording required (without encryption) and retention period will be till contract period (3years)? In that case shall service provider will transfer voice call recording to DGRPG over SFTP? If yes, we assume SFTP will be provided by DGRPG, please confirm. | As per tender |
| 71 | 6.Scope of work | 25 | 6.2.18. Computer Telephony Integration (CTI) | Please provide the list of applications that need to be integrated with the Dialer | As per tender |
| 72 | 6.Scope of work | 26 | d. Provide the capability of combining data with the Interactive Voice Response System, (IVRS) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD). | Please share the complete IVR flow with integration touch points | Refer clause 6.3.5 |
| 73 | 6.Scope of work | 33 | 6.3 c. Email support – email account shall be decided by the DGRPG 6.3.6 The Service Provider shall be responsible for replying to inbound emails received on a dedicated email account (to be decided by the DGRPG) | We are assuming Email platform will be extended by DGRPG? Please confirm | The successful bidder shall be responsible to integrate the email account provided by DGRPG on the CRM/Call center solution. |

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| 74 | 6.Scope of work | 63 | 10.5. Minimum Specification of Desktop | As per the RFP desktop as required as endpoints, the service provider as a standard provides Thin Clients, please confirm if Thin Clients will work for this engagement or is there any specific reason to use desktop? Please elaborate | As per tender |
| 75 | 6.Scope of work | 45 | 7. SLA and Penalties | The RFP states that GO LIVE is to be achieved in 30 days, is there any relaxation that can be provided since the telephony set up along with the integration, CRM, IVR etc. might take a min of 10 to12 weeks | Refer Corrigendum |
| 76 | 6.Scope of work | 23 | The Service Provider will provide workstations to be connected to local servers / cloud servers (mandatorily from any of the MeitY empanelled Cloud Service Provider) with adequate performance (including storage, speed, etc.), to be used by the CCE(s)/other staff for accessing CRM/Dialer/etc. for operations of this Call Center. | Can the Service Provider suggest a cloud telephony platform like Genesys CCaaS for this project, or is an on-premises telephony setup mandatory? Please confirm. | The cloud platform on which such solution is installed should be mandatorily from any of the MeitY empanelled Cloud Service Provider |
| 77 | 6.3. Operations of Unified State Helpline | 34 | 6.3.14. The Service Provider shall cooperate with DGRPG in case of unforeseen circumstances and shall work under the guidance & instructions of DGRPG. The call center operations may be changed (partially / fully) to cater the scenarios/issues or as per requirement. For instance, the call center was utilized to tackle the Covid- 19 pandemic situation and acted as "Command & Control Center " for the State. No extra cost for the same amount of manpower under the contract or for any additional facility shall be provided by DGRPG in such circumstances. | Is DGRPG considering a work-from-home solution as a backup in a pandemic situation? If so, could you please confirm whether the expectation is for 100% production to work from home or if there are specific conditions? | As per tender |

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| 78 | 6.7.1 | 43 | A facility should be available for the DGRPG monitoring team, external & internal auditors to periodically inspect the functioning of the Call Center. The monitoring team should be able to access all sub-systems/ servers, records, security measures including data & software back-ups, firewalls, anti-virus software updates etc | Access to devices and systems is restricted to internal teams exclusively. We do not permit clients to initiate surveillance or directly access our machines. However, we will offer support and provide evidence for audit purposes. Please confirm if there is any other expectation from service provider? | As per tender |
| 79 | 6.2.18. Computer Telephony Integration (CTI) | 25 | a. Should be able to integrate with call center solution and PGRS portal of client b. The CTI must be capable of activating the fast-dialing feature of the ACD. c. Call events should be handled from the system such as hold, retrieve hold, conference, transfer etc. On transferring the call to another CCE the screen too should be transferred to that CCE's screen. | Please elaborate on the purpose of the CTI Application and integration PGRS portal? | The relevant information regarding PGRS integration shall be shared with the Service Provider by DGRPG |
| 80 | 6.3. Operations of Unified State Helpline | 33 | 6.3.3. The call center operations shall comprise the following from day 1: a. Inbound calls b. Outbound calls c. Email support – email account shall be decided by the DGRPG d. IVRS or any other medium as decided by DGRPG | We assumed that only Inbound, Outbound and email channels are in scope, please suggest if any other channel need to be factored. | As per tender |
| 81 | 6.3.16. Outbound Calling | 35 | The Service Provider will design the outbound call flow according to the requirements of the DGRPG. | How will Service Provider share calling outcome with DGRPG (a) File upload via SFTP (b) System integration with DGRPG application | DGRPG shall plan and finalize a reasonable approach with the successful bidder. |
| 82 | 6.2.22. CRM (Customer Relationship Management) Software | 29 | The CRM should integrate with email, voice, and other systems to facilitate task assignment and tracking. It should be able to link emails, voice recordings, and communication transcripts to specific tasks within the CRM. | Kindly specify the DGRPG's The application that need to be integrated with contact center CRM | As per tender |

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| 83 | Call Center Solution | 22 | 6.2.8. The Service Provider and DGRPG shall work together for two-way API integration of call center solution CRM & PGRS for grievance submission, | Please specify preferred method of integration. web API or URL based integration? | At present, the preferred mode of integration is through web APIs which can change in future. The successful bidder shall ensure support of their solution for integration through other modes as requested by DGRPG. |
| 84 | 6.3. Operations of Unified State Helpline | 33 | c. Email support – email account shall be decided by the DGRPG | For email management, Please specify type of existing email configuration; POP3 / SMTP or Exchange please elaborate ? | IMAP/SMTP with SSL/TLS encryption shall be used. |
| 85 | 6.3. Operations of Unified State Helpline | 34 | 6.3.15. Inbound Calling | How are queries escalated if not resolved by CCEs? Is there a communication mode for escalations? Also, is a portal needed for DGRPG SMEs to manage service requests created by the service provider's contact center? | As per tender |
| 86 | 6.3. Operations of Unified State Helpline | 35 | 6.3.16. Outbound Calling | How will calling lead data for outbound campaign will be provided by DGRPG to Service provider i. e., real time System integration with DGRGP applications or manual upload. | As per tender |
| 87 | 6.2.22. CRM (Customer Relationship Management) Software | 29 | b. The CRM should integrate with email, voice, and other systems to facilitate task assignment and tracking. It should be able to link emails, voice recordings, and communication transcripts to specific tasks within the CRM. | The CRM developed by service provider would be deployed over service provider on prem or it need to be deployed on cloud, please suggest? | Refer clause 6.2.3 |

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| 88 | 6.3. Operations of Unified State Helpline | 34 | 6.3.11. The Service Provider shall work jointly with the DGRPG to identify problems and queries. The Service Provider shall be responsible for creating, maintaining and updating the knowledge repository. | Could you confirm if the client will provision a Knowledge Management tool and if it needs integration with the platform/application provided by the Service Provider? If the Service Provider is required to provision a Knowledge Management system, kindly confirm. Additionally, please share details about the current Knowledge Base in use, including its features. | DGRPG will not provide an LMS/KMS. The successful bidder is free to choose and maintain the same. Existing knowledge base shall become available to the selected bidder from the existing call center provider. |
| 89 | 6.3. Operations of Unified State Helpline | 37 | t. The Service Providers are required to put in a Man-hour login (MHL) web-based monitoring system, so that DGRPG is able to verify and monitor daily work activity done by the team on the project. The Service Provider. should submit a MHL report to the DGRPG as and when requested. In addition, the admin level access of the system must be given to The DGRPG, which should have a provision to check such reports and dashboards on a real time basis. | Please share an overview of the expectations on reports to be generated from the service provider CRM? | Refer Clause 6.6. |
| 90 | 6.3. Operations of Unified State Helpline | 33 | 6.3.6. The Service Provider shall be responsible for replying to inbound emails received on a dedicated email account (to be decided by the DGRPG). Emails shall only be answered in English/Punjabi, as per the language chosen by the citizen in the email. | Please confirm if the requirement of responding to emails in Punjabi is a must have requirement? | As per tender |
| 91 | 7. SLA and Penalties | 45 | Go-Live including deployment of complete manpower and CCEs, CRM integration, takeover from existing vendor, hardware & software deployment, etc.- 30 days from signing of the contract | Go-Live for a project of this complexity within the required 30 days period is likely improbable, please advice if this can be extended as per projected timeline by service provider. | As per tender |
| 92 | 6.Scope of work | N/A | General IT Queries | Is there any specific hardware requirement like headset? Please share make & model of headset | Refer clause 6.2.2 |

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| 93 | General | N/A | General IT Queries | We assume that SMS gateway, email account and SMTP details would be provisioned by the DGRPG. Kindly confirm? | Email account and related credentials/connection settings will be provided by DGRPG. SMS Gateway and related charges shall be provisioned by DGRPG (if so required) |
| 94 | General | N/A | General IT Queries | Kindly confirm if Service Provider needs to provision Learning management system for efficiently delivering corporate training programs/learning courses to your employees. | The Successful Bidder has to ensure proper learning and training of their employees |
| 95 | 6.Scope of work | N/A | General IT Queries | Service Provider proposed solution will be on VDI (Citrix) with Thin Clients as endpoints. Please confirm, if any of the in scope applications have any compliance issue while accessing through VDI or thin clients? | As per tender |
| 96 | 6.Scope of work | N/A | General IT Queries | Are there any specific compliance requirements that need to be considered such as ISO 27001, PCI, GDPR ,etc.? Please confirm | As per tender |
| 97 | 6.Scope of work | N/A | General IT Queries | As per the RFP Service provider have to provision the Telephony setup for outbound then, How will the DGRPG provide data for these outbound campaigns | Currently, such data is shared over email, in excel/CSV or other similar format. |
| 98 | 6.1 | 22 | Introduction | Please provide a breakdown of the current employees split by engagement channels working across channels. | It will vary according to call/email flow Relevant information will be available to the successful bidder during handover/takeover. |
| 99 | 6.1 | 22 | Introduction | Please can you share detailed process maps, workflows, agent & customer journeys? | Relevant information will be provided to the successful bidder. |
| 100 | 6.1 | 22 | Introduction | What is the volume or % split for the top query drivers for voice, email? If yes, can you please share the details | Relevant information will be provided to the successful bidder during handover/takeover and content creation activities. |

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| 101 | 6.1 | 22 | Introduction | Please provide the AHT and volumes for all channels for all the processes in scope for this RFP. | The Service Provider shall endeavour to keep the AHT as minimum as possible (typically less than 5 minutes) |
| 102 | 6.2.20 | 27 | Other Features | Can you please share your current IVR tree? Languages Supported by IVR? | Relevant information will be provided to the successful bidder during handover/takeover phase. Punjabi, Hindi and English languages shall be supported on IVR. |
| 103 | 6.2.20 | 27 | Other Features | What calls types / query types are resolved at the IVR and the percentage of queries that are resolved at IVR stage | Any relevant information will be provided to the successful bidder. |
| 104 | 6.2.20 | 27 | Other Features | In the current contact center set up, do the agents have to toggle between multiple screens while providing information, to the customers? If so, please can you share the segments in the current scope where this is applicable and the tools that the agents have to toggle? | The successful bidder is free to train its resources to achieve optimal productivity/efficiency. |
| 105 | | | Other Features | Do you currently have a Training / sandbox environment for moderators to practice? | As per tender |
| 106 | | | Other Features | Please let us know if agents from voice and Backoffice can be cross skilled? | The service provider can adopt methodology to train and enhance the service quality. |
| 107 | 6.3.20 | 39 | Quality Assurance Process | Please share available QA reports and the level of granularity (by queue/by agent)? | DGRPG shall plan and finalize a reasonable format with the successful bidder. |
| 108 | 6.6 | 41 | Analytics, Dashboards & Reporting | Do you use any dynamic visual reporting platforms like QlikView, Power BI, Tableau etc for dashboards ? | Not at present, but good to have if offered by the bidder. |
| 109 | | | Analytics, Dashboards & Reporting | Could you provide details on how analytics is currently leveraged across various engagement channels in the current scenario? | As per tender |

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| 110 | 7 | 45 | SLA & Penalties | What are the current SLAs tracked for each queue, and can you share the performance data for the last 12 months? | As per tender |
| 111 | 6.3.17 | 38 | Qualifications - Project Manager- a. Graduate b. Minimum 10 years of call center experience out of which minimum 5 years experience as Manager (in call center operations) | Candidate having 5 years of exp as a Manager already is very difficult to find, hence we recommend Tenured Assistant Manager for the role. | As per tender |
| 112 | 6.3.17 | 38 | Qualifications - Team Leads cum Trainers (1 per 25 CCEs) a. Graduate b. Minimum 5 years' experience in call center out of which 2+ years in the role of Team Lead | Candidate having 2+ years of exp as a Team Lead already may not come for the same level,hence we recommend Tenured Agent / SME (Subject Matter Expert) for the role | As per tender |
| 113 | 5.3 | 14 | 9. The Bidder is registered with the Department of Telecom (DoT), Government of India, under OSP category for providing domestic call center services : 5 Marks | As per DOT guideline released on 5 Nov 2020, no registration is required for OSP centers in India, also DOT has can cancelled all existing OSP licenses. (DOT guideline attached). We propose reallocating the 5 Marks elsewhere. Please confirm. | As per tender |

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| 114 | 6.1.1.b | 22 | The DGRPG already has a short code (1100) allocated by DoT. The bidder shall acquire/takeover the same from the existing call center service provider. | <p>We require further clarification and verification regarding the potential acquisition or takeover of the short code (1100) allocated by the DoT from the existing call center service provider. As per our DOT consultant - The short code (1100) allocated by DoT to DGRPG can not be acquired/ transferred/ owned by Teleperformance as such. However, DGRPG can collaborate with Teleperformance for offering the call center support which would include mapping the short code with DIDs of Teleperformance agents from Mohali site.</p> <p>Based on the above, we will need DGRP to own the short code and map with short code to a Teleperformance provided DID. By doing so ownership of 1100 shortcode will remain with the department and the above mapping can be done with the successful bidder.</p> | DGRPG shall facilitate the Service Provider in communications with DoT for transfer of 1100 short code from the existing Service Provider. |
| 115 | General Transformation Queries | | Could you outline the current in-flight or planned projects for transformation that the supplier will need to manage post-transition? | | Relevant information will be made available to the successful bidder. |
| 116 | General Transformation Queries | | Please elaborate on the current automations that are leveraged in the current scope of work | | As per tender |
| 117 | General Transformation Queries | | Can you please share your existing technology landscape for day to day activities of CCE? | | As per tender |
| 118 | General Transformation Queries | | Are there any restrictions or considerations for the deployment of technology/automation solutions that we should be aware of? | | As per tender |
| 119 | General Transformation Queries | | What are your current operational pain points ? | | Relevant information will be made available to the successful bidder. |

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| 120 | Table No. 4 of Clause, 5.2. Pre-qualification / Eligibility evaluation | 11 | The Bidder must have an average annual turnover of at least INR 30 crores in any three of the last five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. | 1. We would request you to please consider turnover of previous financial year or any of the financial year apart from turnover of last 5 financial years 2. We would request you to please relax this clause upto average annual turnover of previous 5 years shall be 15 crores in previous financial years | As per tender |
| 121 | Point No. 5.2.3, of Clause, 5.2. Pre-qualification / Eligibility evaluation | 9 | 5.2.3. Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations. | We would request you to please consider DPIIT recognised startups from all over india to claim the exemption on the Pre-qualification Points. | As per tender |
| 122 | Table Point No. 10 of Document control sheet | 5 | Earnest Money Deposit (EMD) through online mode Rs. 15,00,000/- (Rs. Fifteen lakhs only) | We would request you to please exempt the EMD Clause for DPIIT Startups PAN India as per Rule 170 of GFR 2017. | As per tender |
| 123 | Table Point No. 6 of 5.3, Technical Evaluation | 14 | Number of years for which the bidder has been in business as on last date of bid submission <ul style="list-style-type: none"> ● >= 4 & < 5 : 2 marks ● >=5 & < 7 : 3 marks ● >=7 : 5 marks | To promote the startups being not only limited to participate in the QCBS tender but also to win government tenders, we would request you to please allow DPIIT Recognised startups from PAN India to get this clause relaxed upto 3 years. | As per tender |

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| 124 | Table Point No. 1 of 5.3, Technical Evaluation | 12 | Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 50 crores : 5 marks; ● AT >= INR 50 crores, but < INR 75crores : 10 marks; ● AT >= INR 75 crores : 15 marks | We would request you to please relaxe the turnover criteria in Technical evaluation as following: <ul style="list-style-type: none"> ● AT >= INR 10 crores, but < INR 15 crores : 5 marks; ● AT >= INR 15 crores, but < INR 20 crores : 10 marks; ● AT >= INR 20 crores : 15 marks | As per tender |
| 125 | Point no "b" of 6.1.1. The broad scope of work including but not limited to, is as under: of section 6 scope of work | 22 | The DGRPG already has a short code (1100) allocated by DoT. The bidder shall acquire/takeover the same from the existing call center service provider. | Please confirm do the charges of Toll Free and PRI will be further riembursed by the Department. | 1100 is not a toll free. The selected bidder is responsible for any necessary telephony lines like PRI, SIP etc. without any additional cost to DGRPG. |
| 126 | Point No. "G" of 6.3.17. Manpower management | 36 | The Service Provider shall be required to adhere to statutory requirements as per The Labor laws & abide by the Minimum Wages Act and other related laws, failing which, the DGRPG shall take appropriate action against the Service Provider. | Please confirm do the payment of CCE shall me in semi skilled category as per the minimum wages of Punjab? | As per tender |
| 127 | General | General | General | Can we run this project from any State of India? | As per tender |

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| 128 | Table No. 4 of Clause, 5.2. Pre-qualification / Eligibility evaluation | 11 | The Bidder must have an average annual turnover of at least INR 30 crores in any three of the last five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. | As per clause 2 of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance it is clarified that for all public procurement, the central ministries/departments have to ensure Prior turnover and prior experience is relaxed to Sartups. Enclosed is GOI circular for your reference. We would request you to please Exempt this clause for startup companies. | As per tender |
| 129 | 4 | 13 | CCE on payrolls of the bidder: ● >=500 but < 750 : 5 marks ● >=750 but < 1000 : 10 marks ● >= 1000 : 15 marks | Should we submit both PF and ESI statements? | As per tender |
| 130 | 5.12.6 | 19 | In case of a tie of the technical score, the bidder having the highest annual turnover in the last financial year FY 2022-23 shall be considered as the L1 or the successful bidder. | Please change this Clause | As per tender |
| 131 | 6.2.3 | 23 | The Service Provider will provide workstations to be connected to local servers /cloud servers (mandatorily from any of the MeitY empanelled Cloud Service Provider) with adequate performance (including storage, speed, etc.), to be used by the CCE(s)/other staff for accessing CRM/Dialer/etc. for operations of this Call Center | MeitY empanelled Cloud is mandatory? | As per tender |
| 132 | General | General | Who will pay Toll Free/PRI charges? | Who will pay Toll Free/PRI charges? | 1100 is not a toll free. The selected bidder is responsible for any necessary telephony lines like PRI, SIP etc. without any additional cost to DGRPG. |
| 133 | General | General | What will be the working days in a month for manpower deployed | What will be the working days in a month for manpower deployed | The call centre will be operation 24X7. |

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| 134 | 5.2. Pre-qualification / Eligibility evaluation 5.2.2. - (3) | 10 | <p>The bidder should have successfully completed “Similar Work” in government / private organizations during the last three years ending 31.12.2023 as per following details:-</p> <p>A. One similar work costing not less than the amount equal to Rs. 7 crores.</p> <p>OR B. Two similar works each costing not less than the amount equal to Rs. 5 crores each.</p> <p>OR C. Three similar works costing not less than the amount equal to Rs. 3 crores each.</p> | <p>We would like to respectfully request your assistance in amending the required work experience instead of last 3 years to last 5 years. This adjustment will help us streamline and broaden the bidding process, leading to a more comprehensive evaluation of potential candidates. Additionally, we kindly ask for the amendment to reflect a single similar work experience amounting to 10 crore.</p> | Refer Corrigendum |
| 135 | 5.2. Pre-qualification / Eligibility evaluation 5.2.3. | 11 | <p>Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations.</p> | <p>We formally request for allow exemption from the requirement of the Earnest Money Deposit (EMD) during the bidding process. We specifically request this exemption to be applicable to MSE companies, in accordance with the government's guidelines. We kindly ask for the eligibility criteria for relaxation to include MSE companies, similar to the relaxation provided to startup companies.</p> | As per tender |
| 136 | 5.3. Technical Evaluation 5.3.2. -(1) | 12 | <p>Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23:</p> <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 50 crores : 5 marks; ● AT >= INR 50 crores, but < INR 75 crores : 10 marks; ● AT >= INR 75 crores : 15 marks | <p>We kindly request you to consider our average annual turnover of INR 30 crore for the past 5 years as per the eligibility criteria for evaluating our organizational financial strength.</p> | As per tender |

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| 137 | 5.3. Technical Evaluation 5.3.2. -(3) | 13 | <p>Past Experience (Largest “Similar Work”) Largest “Similar Work” within the last 5 financial years i.e., FY 18-19, FY19-20 FY-20-21, FY 21-22, FY 22-23:</p> <p>Number of seats:</p> <ul style="list-style-type: none"> ● >=100 but < 150 : 10 marks ● >=150 but < 300 : 15 marks ● >= 300 : 20 marks | Kindly be informed that in order to facilitate a smooth and successful bidding process, it is requested to relax the condition mentioned in this clause, specifically relating to the largest similar work where the number of seats required is reduced from 300 to 200 seats. Your cooperation in this regard is greatly appreciated. | As per tender |
| 138 | 5.3. Technical Evaluation 5.3.2. -(4) | 13 | <p>CCE on payrolls of the bidder:</p> <ul style="list-style-type: none"> ● >=500 but < 750 : 5 marks ● >=750 but < 1000 : 10 marks ● >= 1000 : 15 marks | This tender is for the provision of 100 seats, with the possibility of increasing or decreasing the number of seats by 50-200 as stated in the Request for Proposal (RFP). We kindly request that you take into consideration the CCE payrolls count of 500, which will be given a weightage of 15 marks. | Refer Corrigendum |
| 139 | 6.9. Exit Management 6.9.4. | 44 | The Service Provider shall provide all such information as may reasonably be necessary for a smooth handover to DGRPG / replacement agency and which the Service Provider has in its possession or control at any time during the exit, all information (including but not limited to documents, records, database, etc) in digital and/ or paper form relating to the services reasonably necessary to enable DGRPG and its nominated agencies to carry out due diligence in order to transition the provision of the Services to DGRPG or its nominated agencies. | We kindly request a confirmation regarding the existing management infrastructure. It is required that the bidder either hands over the infrastructure or it will be returned to the bidder. | As per tender |

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| 140 | 5.2. | 10 | QR No 1 Bidder should be either: ● A company registered under the Indian Companies Act, 2013 OR ● A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR ● A partnership firm registered under the Indian Partnership Act, 1932 | We hereby request that proprietorship companies should also be allowed to bid as other helpline and state govt. RFP's have allowed proprietorship companies to participate. For e.g PSPCL - we are the current service providers for field business outsourced by PSPCL. | As per tender |
| 141 | 5.2 | 10 | QR No 3 The bidder should have successfully completed "Similar Work" in government /private organizations during the last three years ending 31.12.2023 as per following details:- A. One similar work costing not less than the amount equal to Rs. 7 crores. OR B. Two similar works each costing not less than the amount equal to Rs. 5 crores each. OR C. Three similar works costing not less than the amount equal to Rs. 3 crores each. | Please clarify that for this QR 01 year completed or ongoing works with 01 year and more will be considered. | As per tender |

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| 142 | 5.2.2(point 3) | 10 | The bidder should have successfully completed “Similar Work” in government /private organizations during the last three years ending 31.12.2023 as per following details:- A. One similar work costing not less than the amount equal to Rs. 7 crores. OR B. Two similar works each costing not less than the amount equal to Rs. 5 crores each. OR C. Three similar works costing not less than the amount equal to Rs. 3 crores each. | To ensure excellent quality of services for State Helpline, we suggest the criteria to be modified as below:- "The bidder should have successfully completed “Similar Work(CM Helpline/State Level Helpline)” in government /private organizations during the last three years ending 31.12.2023 as per following details:- A. One similar work costing not less than the amount equal to Rs. 9 crores. OR B. Two similar works each costing not less than the amount equal to Rs. 7 crores each. OR C. Three similar works costing not less than the amount equal to Rs. 5 crores each." | Refer Corrigendum |
| 143 | 5.2.2(point 4) | 11 | The Bidder must have an average annual turnover of at least INR 30 crores in any three of the last five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. | We suggest for criteria to be modified as below:- "The Bidder must have an average annual turnover of at least INR 100 crores in any three of the last five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23." | As per tender |
| 144 | 5.2.2(point 5) | 11 | The Bidder should have positive net worth for any three financial years out of five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. | We suggest for criteria to be modified as below:- "The Bidder should have positive net worth in last three financial years - FY 2020-21, FY 2021-22, FY 2022-23." | As per tender |

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| SN | Tender Clause No. | Page No. | Tender clause details/specification | Amendment Sought / Suggestion | DGRPG response |
| 145 | 5.2.3 | 11 | Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations. | To ensure maintaining quality of services rendered to the honourable Department we request you to please allow relatively experienced/premium partners to participate in bid. | As per tender |
| 146 | 5.3.2(point 1) | 12 | Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 50 crores : 5 marks; ● AT >= INR 50 crores, but < INR 75 crores : 10 marks; ● AT >= INR 75 crores : 15 marks | To ensure excellent quality of services for State Helpline, we suggest the criteria to be modified as below:- "Organizational Financial Strength Average Annual Turnover (AT) in last three financial years i. e., FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 50 crores, but < INR 75 crores : 5 marks; ● AT >= INR 75 crores, but < INR 100 crores : 10 marks; ● AT >= INR 100 crores : 15 marks" | As per tender |
| 147 | 5.3.2(point 6) | 14 | Number of years for which the bidder has been in business as on last date of bid submission <ul style="list-style-type: none"> ● >= 4 & < 5 : 2 marks ● >=5 & < 7 : 3 marks ● >=7 : 5 marks | To ensure excellent quality of services for State Helpline, we suggest the criteria to be modified as below:- "Number of years for which the bidder has been in business as on last date of bid submission <ul style="list-style-type: none"> ● >= 5 & < 7 : 2 marks ● >=7 & < 9 : 3 marks ● >=9 : 5 marks" | As per tender |
| 148 | 5.3.2(point 8) | 14 | ISO 27001 Certificate The bidder possesses ISO 27001 certification which should be valid on the date of bid : 5 Marks | In order to ensure technical competency we suggest to include CMMI Level 3 certification along with ISO 27001 Certificate | As per tender |

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| 149 | Suggestion | | We suggest to make CM helpline experience mandatory in eligibility criteria to ensure maintaining quality of services rendered to the honourable Department. | | As per tender |
| 150 | 6.2.4 | 23 | Provide and manage necessary telephony lines (PRI)/SIP/VOIP etc. PRI/SIP/VOIP | we assume PRI cost would be 100 seats. Request you to provide the number of channels required for operations of inbound and Outbound . The cost to be bear by service provider or by the department. Kindly confirm. | Please refer to section 8 in conjunction with clause 5.12 of the tender document. DGRPG shall not be responsible for any additional costs. The bidder should make reasonable assumptions to include all costs while preparing its bid. |
| 151 | 6.2.13 | 24 | Data generated during the operations needs to be retained throughout the tenure of the project | Data generated during the operations should be stored for a minimum period of 180 days at Service Provider and shall provide the recorded log to the Authority every month via compatible medium. To avoid any type of data loss during tenure of the project | As per tender |
| 152 | 6.3.15 e. | 34 | Forward the call to another Call Center/Support Desk/IVRS/person as per requirement of the process and confirmation by the DGRPG | These call forwards involve costs that vary based on pulse (local or STD) and the type of call. These costs are reimbursed directly by the department. Kindly confirm. | Please refer to section 8 in conjunction with clause 5.12 of the tender document. DGRPG shall not be responsible for any additional costs. The bidder should make reasonable assumptions to include all costs while preparing its bid. |
| 153 | 7.1.1 | 45 | 5. Average Call Response Time - 95% of incoming calls within 10 seconds | 85-90% of incoming calls within 10 seconds | As per tender |
| 154 | 7.1.1 | 45 | 6. Abandoned Call Rate - % of calls Less than 1 % | Less then 10 seconds should not be included in call abandone. As in few instance Citizens him self drop the call while listing the prompt " Your Call is being tranferred to Operator for assistance" | As per tender |

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| 155 | 7.1.1 & 6.3.7 | 33 & 45 | 7. Time taken for updating IVRS Functionality, Email content other IT/Software | IVRS functionality, email content, and other IT/software-related development takes time and its also dependeds on scope of work. Hence, the timeline should be discussed / considered on mutual discusses. | As per tender - Also, refer clause 7.1.9 |
| 156 | 7.1.1 | 46 | 8.Request for information, data, reports in desired format by DGRPG. Also any change in report format in the software | software-related development takes time and its also dependeds on scope of work. Hence, the timeline should be discussed / considered on mutual discusses. | As per tender - Also, refer clause 7.1.9 |
| 157 | 7.1.1 | 46 | 12.Manpower deployment - CCEs /Trainer / Team lead / Project Manage | In case of Customer Care Executives (CCE), we have buffer manpower, but for supervisory profiles such as Trainer cum Team Lead / Project Manager, it's difficult to have buffer manpower. Hence, kindly exclude this from the penalty clause. | As per tender |
| 158 | 7.1.1 | 47 | 14. Manpower Replacement on request by DGRPG | In case of Customer Care Executives (CCE), we have buffer manpower, but for supervisory profiles such as Trainer cum Team Lead / Project Manager, it's difficult to have buffer manpower. More over These profile has notice periods as well. Hence, kindly exclude this from the penalty clause. | As per tender |
| 159 | 7.1.1 | 47 | 16.Resolution of the critical issues (as per Clause 7.1.3) | Timeline to be subjective as per resolution of the issues. Also we can consider here (as per Clause 7.1.2) | As per tender - Also, refer clause 7.1.9 |
| 160 | 7.1.1 | 48 | 19. The agents are expected to login into the system for 8 hours excluding lunch/ tea breaks, etc | Four hours should not be treated as non deployment, as provision of replacement will be arranged accordingly, as there can be any personal emergency with the Customer Care Executive (CCE). Hence, the slab should be considered accordingly. | Refer Corrigendum |
| 161 | 7.1.1 | 48 | 25. Hold Time - holding the call in between the conversation | In new government schemes and grievance calls, Customer Care Executives (CCE) are required to confirm certain information. Hence, hold time in seconds should be considered. | As per tender |

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| 162 | 5.3. Technical Evaluation | 12 | Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: ● AT >= INR 30 crores, but < INR 50 crores : 5 marks; ● AT >= INR 50 crores, but < INR 75 crores : 10 marks; ● AT >= INR 75 crores : 15 marks | Request you to kindly amend the clause - Organizational Financial Strength Average Annual Turnover (AT) from Call Center Business in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: ● AT >= INR 30 crores, but < INR 35 crores : 5 marks; ● AT >= INR 35 crores, but < INR 40 crores : 10 marks; ● AT >= INR 40 crores : 15 marks | As per tender |
| 163 | 5.4. Earnest Money Deposit (EMD) | 15 | The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per details provided in the Document Control sheet. | Would request you to kindly allow EMD Exemption whose bidder having valid MSME Certificate (Udyam Aadhar) | As per tender |
| 164 | | | | Would request you to kindly add clause for Yearly price escalation @5% | As per tender |
| 165 | 5.15. Performance security | 20 | 5.15.1. The successful bidder shall furnish performance security to DGRPG valuing @ 10% of the contract value (calculated as "Monthly cost per call center seat" * 100 call center seats) within 15 days from signing of contract in the form of Performance Bank Guarantee / NEFT / DD. | 5.15.1. The successful bidder shall furnish performance security to DGRPG valuing @ 10% of the Annual contract value or 3% of the contract value (calculated as "Monthly cost per call center seat" * 100 call center seats) within 15 days from signing of contract in the form of Performance Bank Guarantee / NEFT / DD. | As per tender |
| 166 | 2. Document control sheet | 5 19 | 13. Method of Selection. Quality and Cost Based Selection (QCBS) 5.12.4. The bids will be evaluated on the Least Cost Based Selection method for prices mentioned in Table 1. The lowest bid for Table 1 shall be declared as most responsive bidder (L1). | On page no. 5 mentioned method of selection is QCBS but on page no. 19 mentioned bid will be evaluated on the least cost based selection method. Pls confirm the selection criteria. | Refer Corrigendum |

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| 167 | Technical Evaluation, Clause no 5.3 Page No 14 S.No 9 | 14 | The Bidder is registered with the Department of Telecom (DoT), Government of India, under OSP category for providing domestic call center services | As per New Guidelines for the Other Service Providers No. 18-8/2020-CS-I dated 5th November 2020 Department of Telecommunications Ministry of Communications Government of India- Chapter -2 point no 1 "No registration Certificate will be required for OSP centers in India." | As per tender |
| 168 | Technical Evaluation, Clause no 5.3 Page No 12 S.No 1 | 12 | Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 50 crores : ● AT >= INR 50 crores, but < INR 75 crores : ● AT >= INR 75 crores | Can we take the means of the word "Organization" as Group of Companies. Please clarify or Please arrange to reduce the maximum turnover of Rs. 75 Crores to Rs. 65 Crores as per the clause. | As per tender |
| 169 | Technical Evaluation, Clause no 5.3 Page No 13 S.No 4 | 13 | CCE on payrolls of the bidder: <ul style="list-style-type: none"> ● >=500 but < 750 ● >=750 but < 1000 ● >= 1000 | Total Manpower of the bidder <ul style="list-style-type: none"> ● >=500 but < 750 ● >=750 but < 1000 ● >= 1000 | Refer Corrigendum |
| 170 | 5.3.2(point 1) | 12 | Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 50 crores : 5 marks; ● AT >= INR 50 crores, but < INR 75 crores : 10 marks; ● AT >= INR 75 crores : 15 marks | Organizational Financial Strength Average Annual Turnover (AT) in last three financial years i.e., FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 60 crores : 5 marks; ● AT >= INR 60 crores, but < INR 90 crores : 10 marks; ● AT >= INR 90 crores : 15 marks" | As per tender |
| 171 | 5.3.2(point 6) | 14 | Number of years for which the bidder has been in business as on last date of bid submission <ul style="list-style-type: none"> ● >= 4 & < 5 : 2 marks ● >=5 & < 7 : 3 marks ● >=7 : 5 marks | Number of years for which the bidder has been in business as on last date of bid submission <ul style="list-style-type: none"> ● >= 5 & < 7 : 2 marks ● >=7 & < 9 : 3 marks ● >=10 : 5 marks" | As per tender |

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| 172 | 5.3.2(point 8) | 14 | ISO 27001 Certificate The bidder possesses ISO 27001 certification which should be valid on the date of bid : 5 Marks | CMMI Level 3 certificate should also be added | As per tender |
| 173 | 5.2.2 3 | 10 | The bidder should have successfully completed “Similar Work” in government /private organizations during the last three years ending 31.12.2023 as per following details:- A. One similar work costing not less than the amount equal to Rs. 7 crores. OR B. Two similar works each costing not less than the amount equal to Rs. 5 crores each. OR C. Three similar works costing not less than the amount equal to Rs. 3 crores each. | Considering it is State Helpline so that means Chief Minister Helpline experience. Kindly confirm. | Refer Corrigendum |
| 174 | 5.2.3 | 11 | Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. Registered startups are required to submit the self attested copy of the registration in order to avail the relaxations. | Start up & MSE exemption should be removed | As per tender |
| 175 | 5.2.2(point 4) | 11 | The Bidder must have an average annual turnover of at least INR 30 crores in any three of the last five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. | To ensure excellent quality of services, average annual turnover criteria should be increased to 90 crores in last 3 financial years-FY 2020-2023 | As per tender |

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| 176 | 5.2.2(point 5) | 11 | The Bidder should have positive net worth for any three financial years out of five financial years - FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. | Bidder should have positive net worth in last three financial years | As per tender |
| 177 | 6.2.23. Non-IT Infrastructure, Clause no. n | 32 | The Service Provider shall ensure to have ISO 9001 for the location where the Call Center under this contract will be run. | Please let us know the location from where the call center facility would be run. This would be bidder's premise or DGRPG premise. | Bidder premise |
| 178 | 6.3.15. Inbound Calling, Clause no. a | 34 | The call Center shall facilitate the citizen through inbound calls on short code/ long code provided by DGRPG for registration of grievance, demand & suggestion on PGRS, along with the information dissemination related to various government schemes for citizens. | Please confirm who will bear Toll Free charges. Will it be bidder or DGRPG. If bidder has to bear these charges, then please confirm the total utilization throughout the project period and confirm can we bid toll free charges in minutes. | 1100 is not a tollfree number |
| 179 | 5.3.2. Technical evaluation criteria are as under: Clause no. 1 | 12 | Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 30 crores, but < INR 50 crores : 5 marks; ● AT >= INR 50 crores, but < INR 75 crores : 10 marks; ● AT >= INR 75 crores : 15 marks | Request you to amend the criteria in the clause as below so, that DGRPG receives competitive bids. Organizational Financial Strength Average Annual Turnover (AT) in any of three financial years out of five financial years i.e., FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23: <ul style="list-style-type: none"> ● AT >= INR 50 crores, but < INR 75 crores : 5 marks; ● AT >= INR 75 crores, but < INR 100 crores : 10 marks; ● AT >= INR 100 crores : 15 marks | As per tender |

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| 180 | 5.2.3 | #11 | Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 - 5 in the table mentioned above. | If company is registered as MSME in Udyam will that be eligible for exemptions | As per tender |
| 181 | 5.3 | # 12-13 | Technical Evaluation | Will there be any exemption/Benefit provided to start up on scoring? | As per tender |
| 182 | 6.1 | #22 | Establishing a state-of-the-art Unified State helpline call center in S.A.S Nagar (Punjab) / Chandigarh on a per-seat cost basis, equipped with both inbound and outbound call facilities, featuring 100 seats initially(accumulated across all three shifts in a day) | Is there a defined break up of seats: X for Inbound...X for Outbound and X for E mail OR will the same has to be managed by Service Provider basis the volume. Also are there any Sub queues which needs to mapped to agents. If Yes, whats the count/ratio by each camapaign | The selected bidder is responsible to plan optimal distribution of seats per channel in each shift based on the traffic/campaign. Additionally, the successful bidder shall share the planned shift rosters with DGRPG in advance. Modifications may be required based on reviews. Refer to the tender for requirements on queue management. |
| 183 | 6.2.2 | #23 | The Service Provider shall provide adaptive Active Noise Cancellation headphones with integrated mic and mute button to all the CCE (s). | Any specific recommedations? | As per tender |
| 184 | 6.2.18 | #25 | Should be able to integrate with call center solution and PGRS portal of client | Which Call centre Solution/Dialer is being used today? Any challenges expereinced with existing Dialer solution? | Successful bidder will get relevant information from the existing call center provider during handover/takeover. |

| Tender for Setting up, Operations and Management of State Helpline Tender Reference No.: DGRPG/Helpline/2024/1 | | | | | |
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| | | | Response to Queries (RTQ) – Tender Reference No.: | DGRPG/Helpline/2024/1 | |
| SN | Tender Clause No. | Page No. | Tender clause details/specification | Amendment Sought / Suggestion | DGRPG response |
| 185 | 6.2.20 | #26 | The IVRS should be customizable & multi level and shall be able to link ACD, call recording etc. to information held on a CRM database about the inbound caller. | Will IVRS flow/Design be provided for replication or Service provider will have to create the same on their own | DGRPG shall arrange for required data from the existing Service Provider |
| 186 | 6.2.21 | #28 | The call center solution should have an in-built call recording solution to have 100% call recording to replay and monitor all calls. The system should record voice conversation between CCE and Citizen. The recordings should be stored for the whole contract period. | Is is OK to have 90 days data available online and other availbale as backup on Tapes/Drives? | As per tender |
| 187 | 6.2.22 (i) | #30 | The Service Provider will have to study the present application of Punjab Grievance Redressal System and propose the best workflow management system considering the backend to act as a single information source for the State. | Can this be done before Submitting the Bid? | As per tender |
| 188 | 6.3.17 (u) | #38 | The desired qualifications of manpower for the call center shall be as per below: 1. CCE a. 10 + 2 with minimum 1 year of experience | Can we hire Graduate Freshers for role of CCE? | As per tender |
| 189 | 6.4.1 | #39 | It will be the responsibility of the Service Provider to develop the initial standard knowledge /question bank in consultation with various departments. | Will service provider have access to previously created SOP/Content to refer? | The data will be shared with selected bidder. |